



Newslink

A Monthly Publication of CSOSA



Volume 2, Issue 12

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Special Points of Interest:

- CSOSA Celebrates New Field Unit - 25 K Street, NE Opening Ceremony
- Holiday Reflections
- De Minimis Use - What you should know about your Agency issued cellular phone
- OGC Reviews "Initiative 62"
- Hints and Tips for Microsoft Outlook
- Newslink Bulletin Board

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Voice of the Director

CSOSA is a customer service enterprise. Like any customer driven business, we are continually looking for new and better ways to serve our clients. In 2002 we expanded our operations to 25 K Street to bring our services closer to our customers in the north-east section of the city. We intensified our relationship with our customers in the faith community through the Faith Based Mentoring Initiative. We improved access to our services for our judicial customers through a pilot project to provide on-line access to pre-sentence investigation reports. We hired 40 new Community Supervision Officers to improve our ability to serve our customers and implemented SMART to automate our customer data base. Our business is expanding, our reputation is solid and reports indicate that our external customers are pleased with our services.

We will continue to move the Agency forward in 2003. To do so, however, will require that, along with our external customers, we pay equal attention to the quality of services we provide to each other. As Director, my broad responsibilities include ensuring that the Agency is sufficiently funded to fulfill our mandate, setting policy direction for the Agency, and for developing and maintaining relationships with our partners. Equally as important to me, however, is the service that I provide to each of you. This includes ensuring that all of the resources needed for you to perform your

duties are available. It includes promoting an Agency culture that supports its employees, insists on effective communication at all levels of the organization, rewards hard work and encourages innovation. It includes being available to listen and respond to your concerns, consider your ideas and share in your successes.

My challenge to each of you for 2003 is to consider the many large and small ways we serve each other in support of CSOSA's mission. Those of you with management responsibilities must commit to being an active resource for the employees under your charge. Whether it involves providing guidance, sharing information, securing resources, participating in accountability tours or court appearances, refereeing disputes, or conducting informal training, managers must be actively involved in the daily work lives of the staff they supervise. Likewise, non-management staff must commit to continuing to perform their day to day responsibilities with efficiency and care, bringing issues of concern to the attention of management and looking for new ways of doing business that can improve agency operations.



As with any team we are responsible to and for each other. Let us begin the year 2003 with a renewed spirit of cooperation and service. Happy New Year!

- Paul A. Quander, Jr.

CSOSA's Mission Statement

The mission of the Court Services and Offender Supervision Agency for the District of Columbia is to increase public safety, prevent crime, reduce recidivism, and support the fair administration of justice in close collaboration with the community. The Agency will enhance decision-making and provide effective community supervision, thereby ensuring public confidence in the criminal justice system.

CSOSA Events

OPENING CEREMONY OF THE 25 K STREET, NE FIELD UNIT

*Submitted by Arla Scott, Management Analyst
Office of Management and Administration*



(From left to right) Councilwoman Sharon Ambrose, Congresswoman Eleanor Holmes Norton, Director Paul A. Quander, Jr. and Mayor Anthony A. Williams participating in the field unit's official ribbon cutting ceremony

On Monday, December 16, 2002, CSOSA braved the cold and wind to successfully host the official ribbon cutting and Open House for the 25 K Street, NE Field Site. We were honored to have as guest speakers Congresswoman Eleanor Holmes-Norton, Mayor Anthony Williams, D.C. Councilmember Sharon Ambrose and our Director, Paul A. Quander Jr. Also in attendance were many other community leaders and prominent CSOSA partners such as D.C. Superior Court (DCSC) Chief Judge Rufus King, DCSC Criminal Division Presiding Judge Noel Kramer and Edward F Reilly, Chairman of the U.S. Parole Commission.

Despite the chilly temperature and swirling wind, there was a large turn out of community leaders, ANC Commissioners, District government officials, members of the Metropolitan Police Department and representatives from many other CSOSA partners. Local pressman Tom Sherwood from Channel 4 was there to document this important milestone for the District of Columbia community.

After the opening program, all guests were invited inside to a warm reception where refreshments were served and certificates were presented to many of our public and private partners who helped make this great facility a reality.

Tours were conducted by SCSOs and CSOs alike while information about CSOSA's programs and services were provided to our guests. They were taken through the work areas of the Interstate Compact and Detainer Teams, General Supervision Teams, Domestic Violence Teams and the Illegal Substance Collection Unit. In addition, guests were able to visit the Learning Lab and view the Substance Abuse Counseling space, the DNA Collection Office and the Community Relations suite. While touring the facility, guests met and talked with many of the CSOSA community partners who were stationed in the various conference rooms. They provided displays/presentations about their organizations; Shaw Academy, Strive Inc., So Others Might Eat (SOME), Employment for Former Offenders Receiving Treatment Services (EFFORTS), and M-Tech.

Many kudos to the Office of Legislative, Intergovernmental and Public Affairs, Community Justice Programs, Community Supervision Services, Management and Administration staff and especially to Orlando Williams and Devin Basset, Office of Facilities; and to Cedric Hendricks, Associate Director of OLIPA. Under Cedric's guidance, our team hosted a wonderful event that put a spotlight on our agency and the efforts of our employees and our partners.

**"We (CSOSA) are about community.
The closer we get to our community,
the better we'll be able to do our job".**

*- Director Paul A. Quander, Jr.
25 K Street, NE
Opening Ceremony
12/16/2002*



Branch Chief Michael Gunn was on hand to explain the functions of the on-site drug lab



Victim's Services Program Coordinator Bonnie Andrews was among staff who assisted in the event by setting up detailed information displays for guest to review

**AHHHH MEMORIES...
A LOOK BACK AT
CSOSA'S ANNUAL CELEBRATION OF THE SEASON**

**A Tribute to CSOSA
By Aida Hasaballa, Program Analyst**

Dear CSOSA, I write you this tribute,
for you mean so much to us all;
for in many ways, you touched the lives of people
both great and small.
And as I think of the many things you've done,
I see you deserve much respect
For in striving to achieve your mission and goals,
you always strive to perfect
You brought us together as a family, to celebrate this day
And as we look back at this year, we can all so clearly say
That while we've been given so much,
we've given back even more
For when it came to reaching out to others, to the sky,
we did soar
We've counseled, mentored, coached and held a hand
Against struggles and strife together we did stand
And under such great leadership,
moved forward and became the best
*And boy when you think about it, thank God
we laid OASIS to rest*
With all that we do, we advance
beyond our call
And with our new leadership now, we stand
proud and tall
We look forward to another year to bring happiness to our heart
And hopefully, fix the bugs, kinks and glitches that are now in
SMART.



Reflecting on the past and looking to the future
CSOSA Holiday Celebration 2002



**The CSOSA Carolers
Under the direction of
Branch Chief Michael Gunn**



**Staff gave many gifts to D.C. children
Project "Angel Tree"
Hats off to the coordinating commit-**

Office Updates

Procurement Update:

DE MINIMIS USE

Submitted by Kathleen Ferte', Director of Procurement

Agency cell phones are issued for official business use only. However, CSOSA cell phone policy does allow *de minimis* personal use of the phone.

Note that *de minimis* translates to *minimal*. The policy allowing for minimal personal use recognizes that there are times when an employee **urgently** needs to use a phone for personal reasons (such as to inform a family member that of a late departure from work or to confirm a child care arrangements), but is unable to use a regular telephone. However, using the cell phone daily or several times a day for personal use is not normally going to be interpreted or justifiable as *de minimis* use.



Employees who need to make frequent personal calls with a cell phone should carry a personal cell phone or add a second personal line to their agency cell phone. To add a second line to the Government cell phone, please contact Sheryl

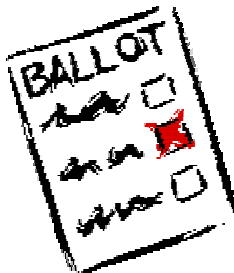
Wallace in the Office of Procurement at 220-5471 or Sheila Moody in the CSS Administrative Office at 585-7351 for further information.

Note: Some staff have found that the **apparent convenience** of carrying only one cell phone with two numbers (i.e., carrying the agency cell phone, with both an agency number and a personal number) can be confusing and they have switched back to carrying two cell phones, an agency cell phone and a personal cell phone.

"INITIATIVE 62" - FRIEND OR FOE?

*Submitted by Lisa V. Terry, Assistant General Counsel
Office of General Counsel*

On November 5, 2002, residents of the District of Columbia voted in favor of "Initiative 62." If enacted into law, the initiative would allow eligible offenders/defendants charged with illegal possession or use of drugs to receive substance abuse treatment instead of conviction or imprisonment. An "initiative" is the process by which the citizens of the District propose laws and present such proposals directly to the registered qualified voters for their approval. Thus, if elected by a majority of the voters, an initiative represents the will of the voters. The will of District voters this electoral year (a reported 78%) was to provide treatment to non-violent drug-abusing offenders rather than incarcerate them.



While the initiative sounds eminently reasonable and its goals laudatory, it is actually wrought with problems, the most obvious of which is funding. The initiative does not provide a funding source for the treatment of the thousands of offenders and defendants who may be eligible for treatment. The Mayor has filed a lawsuit challenging the authority of the D. C. Board of Elections and Ethics to certify an initiative that in effect appropriates funds. Under D.C. law, D.C. electors may propose laws, but not those that appropriate funds. According to the Mayor, the initiative "seeks to allocate significant District government revenues to substance abuse treatment." Currently, most of that funding is being provided by Congress through CSOSA and PSA. A Superior Court judge has already denied the Mayor's request for a temporary restraining order to block the election board from acting on the Initiative. Under D.C. law, once the initiative has been certified by the election board, the Chair of the Council is required to transmit the initiative to Congress, which then has 30 working days to disapprove it or let it become law. Initiative 62 has been certified as a law and will be acted upon by Congress in the near future.

Another significant problem with the Initiative is that it encroaches upon CSOSA's and PSA's authority to treat and supervise certain offenders and defendants. By providing for the treatment of certain offenders, it flies squarely in the face of the D.C. Revitalization Act. In particular, it allows pretrial defendants (released or detained) to be treated via Superior Court rather than through PSA. This would potentially impact a large percentage of PSA's client population. In the case of offenders charged with drug-related parole violations, it also encroaches upon the USPC's authority to determine the conditions of parole (and CSOSA's supervision authority) and places it in the hands of a Superior Court judge.

The task for CSOSA and PSA at this point is to determine whether the initiative is a good or bad thing. Numerous factors determine the outcome of this question, including what percentage of the PSA/CSOSA clientele is implicated, whether PSA would be determined to be an eligible treatment provider, whether and to what extent PSA/CSOSA funding would be effected, and whether we agree with the purpose and intent of the Initiative "to rest primary responsibility for the supervision of non-violent defendants charged with drug possession or use with community-based treatment providers." The issues surrounding Initiative 62 are ever-changing and are not likely to be resolved soon.

FRIENDLY REMINDER...

The Training and Career Development Center would like to remind all staff wishing to submit application packages for the Spring 2003 Tuition Reimbursement Program of the approaching deadline. All applications are due by **Thursday, January 9, 2003**. Please submit your applications to the attention of Victoria Person. Please feel free to contact the Training and Career Development Center at (202) 220-5627.



Office of Human Resources Update: CSOSA RECRUITED AT THE JOHN JAY COLLEGE OF CRIMINAL JUSTICE

Submitted by Sherry Harrison, Human Resources Specialist, OHR

CSOSA's recruitment team, made up of Human Resource Specialist, Sherry Harrison and Community Supervision Officers, Lisa Adams-Robinson and Rosemary Mejia, visited John Jay College of Criminal Justice in New York on December 4th – 5th, 2002 to recruit graduating students interested in pursuing a career with CSOSA.



John Jay College of Criminal Justice, New York

John Jay College of Criminal Justice is a liberal arts college dedicated to education, research and service in the fields of criminal justice and related areas of public safety and public service. It seeks to inspire students to the highest ideals of citizenship and public service, and serves society by developing graduates who have the intellectual acuity, and commitment, and professional competence to confront the challenges of crime, justice and public safety in a free society. The College strives to endow students with the skills of critical thinking and effective communication; the perspective and moral judgment that develops from liberal studies; the capacity for personal growth and creative problem solving that results from the ability to acquire and evaluate information; and the awareness and appreciation of the diverse cultural, historical, and political forces that shape our society.

Many of the students that visited our booth found CSOSA's mission to be of great interest. They exhibited much enthusiasm about the application process and appeared to be serious about completing the additional information required for applicants. These applicants (if hired) will bring an energetic spirit, additional bilingual skills, and increased diversity to CSOSA.

"Thanks" to CSOs, Lisa Adams-Robinson and Rosemary Mejia who played a key role in explaining the detailed requirements and hands-on view of the duties performed by our Supervision Officers. CSOs Robinson and Mejia's input further sparked the students' interest in joining the CSOSA family as future CSOs and interns.

Management and Administration Update: NEW POLICY APPROVED

Submitted by Arla Scott, Management Analyst

Policy Statement #5403, "Contractor Use of Government and Privately-Owned Vehicles" was approved by Director Paul A. Quander, Jr. on December 12, 2002. This Policy Statement provides guidance to government contractors on the use of Agency and privately-owned vehicles (POVs). It addresses under what circumstances contractors may use these vehicles and the procedures and rules governing such use.



It is the policy of the Agency to allow government contractors to use Agency vehicles for *official Agency business only*. Contractors shall use government vehicles between places of official business only and shall not use them to conduct personal business or for out-of-town travel. Nor shall contractors take Agency vehicles home at any time. It is up to the discretion of the contractor, and contracting officer's technical representative whether to use a privately-owned vehicle for Agency business. Specific conditions under which contractors may use Agency and privately-owned vehicles for work-related purposes are outlined in the Policy. The policy will be posted on the CSOSA website should you need additional information.

CSOSA SUCCESS STORY

The Office of Human Resources (OHR) congratulates **HR Specialist Sherry Harrison** on completing all requirements for the *Certificate in Personnel Administration* from the USDA Graduate School. To achieve this goal, Sherry successfully completed a total of 14 credit hours in a broad range of personnel courses, including Federal Personnel Procedures, EEO, Affirmative Action and Diversity, Staffing and Placement, Personnel Recruitment Principles and Practices, Administrative Office Procedures, and Administrative Office Management. The Certificate courses enhance the skills needed to provide quality personnel service to CSOSA employees and managers.

Sherry expressed thanks for the knowledge and experience she gains "on the job" in OHR and for the Agency's funding of the certificate program. The formal graduation will take place in the Spring.

Congratulations on your accomplishment, Sherry!



Employee Focus

Congratulations to the CSOSA Family!

NEW EMPLOYEES FOR THE MONTH OF NOVEMBER

Office of Community Justice Programs
Michael Bonds

Office of Information Technology
Laurence Armour
Inlan Lo

Office of Community Supervision Services
Darryl Anderson
Freddie Burnette
Jack Monell



ONE YEAR ANNIVERSARY WITH CSOSA AS OF 11/30/02

Reginald Cuffee
Dwight Estrill
Kathleen French
Donna Sharp

FIVE YEARS OF GOVERNMENT SERVICE AS OF 11/30/02

Roslyn Johnson

TEN YEARS OF GOVERNMENT SERVICE AS OF 11/30/02

Marc Countiss
Robert Murphy, Jr.
Kendria Russell

TWENTY YEARS OF GOVERNMENT SERVICE AS OF 11/30/02

Carolyn Austin
Morgan Johnson-Massey
Albersynia Quarles

THIRTY YEARS OF GOVERNMENT SERVICE AS OF 11/30/02

Melody Bynum Piper
Roy Nanovic

THIRTY-FIVE YEARS OF GOVERNMENT SERVICE AS OF 11/30/02

David Stevenson

Variety Pages

HINTS AND TIPS FOR MICROSOFT OUTLOOK

A collection of tips to help you stay on top of your email and your schedule.

Submitted by Michelle L. Gaskins, Information Technology Trainer



1. Go through your inbox once a day. A basic rule about organizing your email is to stay on top of it, so make a point of going through your inbox once a day so that it doesn't end up overwhelming you. Then act on or delete whatever you can and file the rest for later action.

2. Drag and drop to set up meetings, tasks or contacts. You can quickly perform a number of tasks in Outlook by simply dragging and dropping:

Create a meeting request:

- Drag an email message to the Calendar folder.
- Type any additional information.
- Click **Save and Close**.

3. Organize email folders for easy archiving. Make your life easier by dividing the folders where you store your email into two categories: general folders for administrative and broad business issues and project-related folders for your individual projects. For example, create a folder called 'My Team: General' that then contains multiple subfolders for various administrative and group issues. Then create another folder called 'My Team: Projects' that contains a subfolder for each project. Organizing your mail in this way makes it easy to archive mail related to a particular project when that project is complete.

4. Know where you keep the messages that you need to act on. You can save a good deal of time and can avoid inadvertent oversight by choosing that system to help you keep track of the email messages that you have yet to act on. Here are a few options:

- Leave your messages in your inbox until you've acted on them and then file them.
- If you have issues that may take some time to act on a particular issue, create a separate folder for those items.
- Drag the items you need to act on to your Tasks folder.

5. Schedule a time when you empty your Deleted and Sent Items. Although you may delete a lot of items, how often do you empty your deleted items folder? Try emptying it about once a month, and when you do so sort your mail by the received field and delete only items from the previous month. So for example on 1 February delete all items from before 1 January.

You can also configure Outlook to delete old items from a folder automatically:

- Right-click the folder and select **Properties**.
- Click the **AutoArchive** tab.
- Select **Archive this folder using these settings**, and select how often you'd like the folder archived.
- Select **Permanently delete old items**.
- Click OK.

Don't forget your Sent Items folder. In this case you may wish to keep your items for a bit longer, perhaps two months.

Remember, Microsoft Outlook can be a wonderful tool in helping you to stay organized and on top of your duties. Make sure you are taking advantage of all the features the program has to offer!

HYMNS FOR THE OVER 50 CROWD

Submitted by Executive Assistant, Christine Keels

Office of the Associate Director, Community Supervision Services

1. "Just a 'Slower' Walk With Thee"
2. "It is Well With My Soul", But My Knees Hurt
3. "Nobody Knows the Trouble I 'Have Seeing'"
4. "Precious Lord, Take My Hand", and Help Me Up
5. "Count Your Many 'Birthdays', Count them One By One"
6. "Go Tell It On The Mountain," But Speak Up
7. "Give Me that Old 'Timers' Religion"
8. "Blessed 'Insurance'"
9. "Guide Me O Thou Great Jehovah," I've Forgotten Where I've Parked the Car



Note: Humor affects our physical and emotional well being. It can be an effective stress reliever, icebreaker, and overall tonic for the pressures of everyday living.

Bulletin Board



Congratulations to
Program Analyst Michelle Pelzer
From Tony Mitchell

Michelle completed 15 years of
federal service in November!



The Woodland Family wishes all CSOSA staff
a happy and fantastic New Year.

Keep up the Good Work!!
Remember we are the best of the best !
- *SCSO LaJuan Woodland, Team #30*



Feliz Ano Nuevo!
To Branch IIA, Team #21

May we continue our success in
2003!

- *SCSO Reyna Cartagena*

The Maryland-National Capital Park & Planning Commission (M-NCPPC) Announces A Diversity Career Job Fair

Saturday, February 22, 10 a.m. to 3 p.m., Largo Student Center at Prince George's Community College,
301 Largo Road, Largo. Co-sponsored by M-NCPPC and Prince George's Community College.
Call 301-454-1411 for details. The Maryland-National Capital Park and Planning Commission is an
Equal Employment Opportunity Employer.

December Birthdays



Happy Birthday to
Space Management Specialist
Joyce Bein (12/6)

- From the Office of Facilities

Happy Birthday Wishes to
Branch IV Secretary
Deborah Nicholson (12/25)

- Love from Deborah Canty

Information Technology
would like to wish

Beverly Hamilton (12/11)
Brian Lisle (12/19)
&
Lanita Sparrow (12/21)

Very Happy Birthdays!

Happy Belated Birthday to
Voni Ross (11/8)

- From the Office of Security

Happy Birthday to
CSO Ricky Shoulders
(12/24)

- From your TAP family
Team # 15

Newslink Quote of the Month

**“Blessed are those who can give without remembering
and take without forgetting”
- Elizabeth Bibesco**

Do you have an interesting quote you
want to share? Contact the Newslink
and spread the word!

A Note from the Editor:

This concludes another edition, and amazingly another year, of the CSOSA NEWSLINK. We've enjoyed twelve months of exciting events and updates from various offices throughout the Agency and thanks to your support, the Newslink has served to document so many of them. I look forward to hearing from some fresh writers and new employees as we continue to publish a newsletter that's not only focused on the purposeful work that we perform but one that displays the talents and interest of our diverse staff as well.

Thank you all for your wonderful contributions to the December edition of the Newslink. If you would like to submit an article, have an announcement, or know of an event you would like to see covered in future editions, please feel free to contact me. In the meantime, remember to be safe, give respect, and take time to laugh. Happy New Year!!!!

With warmest regards,

Erika N. Evans



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